



TELECOMMUNICATIONS DIVISION

AGENCY TELECOMMUNICATIONS REPRESENTATIVE

BULLETIN 02-15

DECEMBER 23, 2002

SUBJECT: BASIC TRAINING CLASSES FOR AGENCY TELECOMMUNICATIONS REPRESENTATIVES (ATRs)

ACTION:

- Distribute copies of this bulletin to all Agency Telecommunications Representatives (ATRs) and to others in your department who may be interested in this information.

BENEFIT:

- The training class schedule for basic ATR classes provided through the CALNET contract vendors is now available on-line in a single location.
- Those without internet access have a single point of contact by telephone or e-mail to obtain class information and to register.

KEY POINTS:

- The Office of Network Services in conjunction with the CALNET Master Contract vendors are working continuously to provide ATRs with regularly scheduled training classes, with the course information available on-line.
- See the Office of Network Services (ONS) home page at <http://www.td.dgs.ca.gov> (click on Network Services on the right side of the page, then scroll down to Basic ATR Training Classes). The instructions will tell you how to register for the classes shown.
- These training classes vary in order to accommodate a variety of needs. Some classes are designed for new ATRs, some are more technical in nature, and some are simply information sessions.
- Most of these classes are offered at no charge.
- Registration can be accessed on-line or by contacting Joy Smith of ONS at joy.smith@dgs.ca.gov or (916) 657-6164.

ATR BULLETIN 02-15
BASIC TRAINING CLASSES
FOR ATRs

- 2 -

December 23, 2002

BACKGROUND:

The primary ATR is responsible for keeping their department/agency including secondary ATRs, informed of policy changes, new service offerings, current procedures and developments pertaining to telecommunications services. The ATR Training Classes are offered as a tool to assist ATR's in fulfilling their responsibilities. See the State Telecommunications Management Manual, Chapter 201, at the above website for more information on ATR responsibilities.

To view previously issued ATR bulletins, refer to the DGS-TD website at <http://www.td.dgs.ca.gov> (click on Network Publications on the right side of the page, then scroll down to the ATR bulletins.)

If you have any questions regarding Basic ATR Training Classes, please contact Joy Smith of ONS at joy.smith@dgs.ca.gov or (916) 657-6164. For other telecommunications related questions, please contact the Resource Communications Center at (916) 657-9903 or 1-800-807-6755, and request to speak to a Customer Account Manager.



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